



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for quarter ending June 30, 2009**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,897.85	\$4,020.99	\$8,318.34	\$15,237.18
B. Number of credits issued for repairs - 24 - 48 hours	789	1,274	2,022	4,085
C. Number of credits issued for repairs - 48 - 72 hours	94	150	289	533
D. Number of credits issued for repairs - 72 - 96 hours	22	22	70	114
E. Number of credits issued for repairs - 96 - 120 hours	7	11	33	51
F. Number of credits issued for repairs > 120 hours	11	14	25	50
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	5,353	7,935	10,646	23,934
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$15,958.12	\$11,056.67	\$10,984.04	\$37,999.00
B. Number of installations after 5 business days	367	226	285	878
C. Number of installations after 10 business days	4	5	5	14
D. Number of installations after 11 business days	22	11	13	46
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	393	242	303	938
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$41,650.00	\$42,350.00	\$63,750.00	\$147,750.00
B. Number of customers receiving credits	831	843	1,272	2,946
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**